

# Nuchelle Beck

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## EXPERTISE

Client and Executive Relationship Management; Cross-functional Team Sponsorship; Strategy Development/Leadership; Project Coordination; Community Service Governance and Leadership

## PROFESSIONAL EXPERIENCE

Humana Inc.

*Lead Account Management Professional, National Accounts Management (2018 – Present)*

- Provides strategic account direction and oversight for Humana's largest Commercial employer clients.
- Responsible for growing membership within existing accounts and for directly managing business relationships with client accounts.
- Oversees customer account management, including negotiating contracts and agreements.
- Works on problems of diverse scope and complexity ranging from moderate to substantial.
- Advises executives to develop functional strategies on matters of significance.
- Exercises independent judgment and decision making on complex issues regarding job duties and related tasks, and works under minimum supervision.
- Uses independent judgement requiring analysis of variable factors and determining the best course of action.
- Guides multidisciplinary team of clinical, pharmacy, actuarial, finance, underwriting resources with the goal of improving health outcomes and medical trend.
- Co-founder and advisor for an affinity mentoring group of 400+ African American women.
- President's Club Award recipient

*Senior Account Management Professional, National Accounts Management (2002 – 2018)*

- Retained national account clients to extend existing long-term business opportunities and cement customer loyalty.
- Negotiated renewals, creating client satisfaction, promoting additional product offerings and/or researching strategies for sales system improvement.
- Qualified, prioritized and concentrated selling efforts on new business opportunities by focusing on customer needs, values and expectations.
- Leveraged business development opportunities to deliver an enhanced customer experience through innovative sales techniques.
- Provided value-added and consultative account relations activities, resulting in enhanced account persistency.
- Effectively utilized available resources to accomplish objectives and maximize return on investment.
- Organized and managed multiple priorities and/or projects using appropriate methodologies and tools.
- Leveraged business intelligence, data, insights, and other research to drive differential value and expand Humana's capability to compete.
- President's Council Award Recipient

*Marketing Production Manager (2001 – 2002)*

*Marketing Account Manager (2000 - 2001)*

*Marketing Account Lead Specialist (1998 – 2001)*

## **EDUCATION & CERTIFICATIONS**

- University of Louisville, B.S.B.A (Major: Marketing, Minor: Communications)
- Sullivan University, MBA (2021 – Present)
- Licensed Health Agent, Commonwealth of Kentucky (1996 - Present)
- Multicultural Transformational Women in Leadership Program Graduate (2022)
- Health Insurance Association of America, Managed Healthcare Professional (2000)

## **COMMUNITY SERVICE**

- Sigma Gamma Rho Sorority, Inc. (2023)
  - Fundraising Committee Chair
- Chestnut Street Family YMCA, Board of Directors (2015 – Present)
  - Social Responsibility Committee (2020 – Present)
  - Social Responsibility Chair (2019 – 2020)
  - Governance Chair (2018 – 2019)
- Louisville Urban League, GUILD (2021 – Present)
- Elim Baptist Church
  - Sisters-4-Sisters Conference Coordinator (2019 – 2022)

## **AWARDS**

- YMCA Outstanding Volunteer of the Year, 2018
- Humana YMCA Achiever of the Year, 2021